

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT II -
Administrative Support

SALARY GROUP: A11

DEPARTMENT: Health Services Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Carol Brooks DATE: 04/19/2016

POSITION #: 030188

I. JOB SUMMARY

Performs routine administrative support and technical program assistance work for the Quality Improvement and Contract Monitoring office. Work involves disseminating information; maintaining filing systems; and performing administrative support work. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Assists in the development of administrative analyses and summaries of staff reports and recommendations for review by an administrator; performs data entry and retrieval of information and statistics; assists in compiling, organizing, and processing operational review audit information and access-to-care data reported by facilities; and responds to inquiries regarding rules, regulations, policies, and procedures.
 - B. Prepares computer-generated reports, spreadsheets, graphs, and charts; maintains a tracking log of program correspondence, inquiries, and other documents; and performs complex typing.
 - C. Assists in planning and scheduling meetings and conferences to include teleconferences; and assists in coordinating operational review audits, making travel arrangements, and preparing related documents.
 - D. Provides liaison between clinical staff, Quality Improvement and Contract Monitoring staff, and other agency departments.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Graduation from an accredited senior high school or equivalent or GED.
2. Four years full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience to include one year in a health services related environment. Thirty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) may be substituted for each year of experience on a year-for-year basis.
3. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.

B. Knowledge and Skills

1. Knowledge of office practices and administrative procedures.
2. Knowledge of business terminology, spelling, punctuation, and grammar.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in problem-solving techniques.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
9. Skill to prepare and maintain accurate records, files, and reports.
10. Skill to plan work in order to meet established guidelines.

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11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
12. Skill to type 45 words per minute (with no more than 10 errors) required; 55 words per minute preferred.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.